

To: O&S Committee

Date: July 26, 2019

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: *WC.*

SUBJECT: LINK Service Delivery Update

Background:

In April 2019, the Board of Directors approved the General Manager to enter into a Contract with Transdev Services Inc. to provide Paratransit services on County Connection's Paratransit LINK program. The contract commenced July 1, 2019.

As part of the proposal, Transdev offered to provide jobs to the incumbent's driver force and staff. They agreed to work with the current union, provide user friendly technologies to improve the rider experience, improve driver and dispatcher efficiencies and bring on board transit partnerships that would provide overall cost savings and improve productivity.

Transition:

Transdev was on site 60 days prior to contract implementation for the following:

- Staff introduction and familiarity
- Driver and administrative staff on-boarding (This included offer letters, and job tasks clarifications)
- Fitting and ordering uniforms
- Creating and defining reports
- Training on Trapeze software
- Run cutting to provide maximum efficiencies
- Vehicle inspections
- Trapeze software and Tablet configurations
- Database clean-up and understanding service parameters
- Creating outreach materials (which included social media postings)
- Tracking/analyzing transit performance trends
- Configuring phone systems
- Managing staff schedules to meet service needs

Go live July 1:

Not all drivers and staff transitioned to the new contractor. Some decided to accept an offer with First Transit at another location. About 54 out of 69 drivers and 9 out of 11 staff persons remained. Training was scheduled on weekends and evenings for drivers and staff. Additional training was provided for road supervisors, which included driver observation for new safety regulations, uniform, customer service and safe driving behaviors. Within the next 60 days, training will continue to include, passenger sensitivity, first aid/medical, reasonable suspicion and customer service with phone etiquette.

Tablets:

Our original go live timeframe for full tablet implementation was mid-August 2019. With the help of the contractor we were able to go live on July 1, five weeks ahead of schedule, eight drivers went out with tablets and were completely paperless on day 1. On day 8, an additional ten drivers were on tablets and on day 9, all drivers were on tablets and our systems were completely automated. It was refreshing to see the General Manager and Operations Manager training by example on proper dispatching techniques and being here to speak to every driver and assist them with every tablet. Tablet deployment was not without minor issues, including driver familiarity, a little bit of resistance and parameter tweaks. Some drivers would arrive at the pick-up before the pick-up window. The system does not allow the driver to perform "arrive" function if he/she arrives more than 5 minutes before the window. This of course allows for a more accurate reading of arrival times and prevents drivers from leaving the passenger before time.

Sometimes drivers would perform trips out of sequence because it made more sense or because a passenger would request it. The system does not allow drivers to make trips out of sequence without notifying dispatch. This puts dispatch in the know and if another trip will be negatively affected by the driver's decision, the driver and dispatch can work together to find the best solution. Once redundancy systems are complete, tablets will allow LINK to go paperless within 90 days, if we so choose.

User Friendly Technology Rollout:

MyTransit App and Myfacility: Outreach letters announcing new technologies have been mailed out to users and social media posting on our website have also been published. With the launch of tablets the ability to log into Mytransit App and Myfacility Manager will be possible. County Connection is seeking volunteers to be the first ones to access the app and web portal in order to manage their rides. The first volunteers will be logged on in August. Mt. Diablo will be the first center to have web access to their participant rides.

Vision: Dispatch and Call Center staff now have access to the Vision dashboard which shows line by line the On Time Performance (OTP) status of every hour of the day. The dashboard distinguishes OTP by red (late) or green (on-time) as set by our ON-time goal of 90%. Dispatchers have access to Vision on their desktops, and can click on a

red line and drill down on which trips are projected to be late and then work with drivers or Big Star to reassign the trip.

Financial Implications:

None

Recommendations:

This item is for information only.

Action Requested:

None, for information only.

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